



# My Healthy News

MHLA Participants' Newsletter

## This is all about keeping you healthy!

Welcome to My Healthy News, the first My Health LA (MHLA) newsletter for program participants. We are happy that you are here!

With MHLA, you now have your own clinic which you chose when you enrolled. You now have medical care that can help you get well and stay healthy.

As a MHLA participant, you should have received your Identification Card. Keep this card with you at all times. It lets other clinics know that you are part of the MHLA program.

If you have any questions about MHLA, you can call our Member Services



Department. Our customer service agents can help explain our services. You can call them at 1 (844) 744-6452.

*Si, se habla Español.*

In this first issue you will learn what is a Medical Home. We will also explain what is included in the My Health LA program.

Your Medical Home Clinic will work with you to answer all of your health care questions.

We want to give you the tools to maintain good health. Please remember to see your doctor before you get sick. Get your flu shots, eat well and exercise. Take care of yourself and your family.

You are now part of the My Health LA family.

## What is a Medical Home?

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Welcome!	1	Let's define primary care: this is the initial day-to-day health care by a primary care provider. This person is also called a PCP.
What is a Medical Home?	1	A PCP may be a doctor, a nurse practitioner or a physician's assistant. These medical professionals will understand your medical history. They will listen to you and they will know how to treat your medical problems and health worries.
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Member Services	2	Your Medical Home is where you will go for your yearly check up. It

is also where you go to get health advice and to keep you from getting sick. You should get a yearly check up even if you are not feeling ill.

Your PCP will look at your medical history on your first visit. Your PCP may also begin any new treatment you may need and keep any health problems you already have from getting worse.

MHLA will help you if you have an emergency or have to stay in the hospital. But remember, these services must be provided at a Department of Health Services (DHS) medical facility.

Always return to your Medical Home for follow up care after you leave the hospital.

The phone number for your Medical Home is on your MHLA Identification Card. Please call the clinic if you cannot keep your appointment. This will help other people to see the PCP at that same time.

Please be on time when you have an appointment. Also bring a list of your medicines with you.

Your Medical Home is your home team! You are the most important team member!

## What if you need an interpreter?

Some participants need extra help when they go to the clinic. This includes speaking with your doctor in a language you understand. You can get help in another language if you do not speak English. You can also get help if you have problems hearing or speaking.

Doctors and other health workers must understand you. This is important so you can get the health care you need.

Your Medical Home or hospital can not deny you service if you do not speak English or if you have a disability. You also have a right to free interpreter services when getting health care services. This also includes Sign Language.

An interpreter is a person who helps you understand what is being said. The goal is to provide you health care in a language you understand.

Call MHLA Member Services at (1) 844-744-6452 if you do not get the services

you need. You can also call us if the services are hard or difficult to get.

Before your visit, tell your Medical Home if you need an interpreter or assistance due to a disability.



**Visit us online at:**  
<http://dhs.lacounty.gov/wps/portal/dhs/mhla>

## Your personal information is confidential

At MHLA, we value your privacy. Your personal information is only used to provide you with quality health care.

MHLA understands the importance of privacy. The County does NOT report patients to US Citizenship and Immigration Services. US Citizenship and Immigration Services will not consider you a public charge if you use the County's No-Cost or Low-Cost Programs.

MHLA is a health care program for the eligible, uninsured residents of Los Angeles County. Our goal is to help you stay well.

Please do not worry about the personal information you give to your Medical Home. It will only be used to help provide you excellent health care.

## What services are included for participants in My Health LA?

MHLA participants can receive Primary and Preventive Care at your Medical Home Clinic. You can also get Specialty Care, Hospital Care, Emergency Care and Urgent Care at a Department of Health Services (DHS) hospital or clinic. Prescriptions, blood work or radiology are provided free under the MHLA program, too.

When your Identification Card arrives, please look at it carefully. If there is any incorrect information on it, please contact our Member Services Department. They will help you get a new card. They can also tell you where the closest DHS facility is to you, if you need one.

If you are a MHLA participant, your medical care is free when you receive it from the MHLA network of providers. If you go to a different medical home or a non-DHS hospital, you may be charged a fee.

Call our Member Services Department if you are ever asked to pay for health care from your Medical Home or from a County DHS clinic or hospital. You can call Member Services at 1 (844) 744-6452, 8:00 AM to 5:00 PM, Monday through Friday.

Mental health and substance abuse treatment are not covered services under MHLA. However, if you need this kind of help, there are offices that you can call.

For mental health services, call the Department of Health Access Center at 1 (800) 854-7771.

If you have questions about substance abuse services, call the Department of Public Health Hotline at 1 (800) 564-6600. These numbers are on the back of your MHLA Identification Card.

You only have one life to live. Los Angeles County wants it to be a good one.

Working together, we will succeed in keeping you healthy!

